

AMPS Win32 AMXDiag User Manual

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Introduction

The AMPS Diagnostic Utility (AMXDiag) is a tool that can be used to configure and diagnose your connection to the AMPS server. This manual discusses the AMXDiag program, the information it presents, and how to use it in troubleshooting your AMPS connection.

Note: normally, the entire configuration of the AMPS connection is done when the Interceiver is installed. Therefore, in normal use, you should not need to use AMXDiag to reconfigure your AMPS connection. It is also possible to make your AMPS connection unusable if you modify parameters for your Interceiver. However, if a problem does occur, you may be asked by customer support personnel to use the AMXDiag software to either diagnose problems in a connection or to change configuration information.

Do not use AMXDiag as a permanent online monitor (i.e., do not run AMXDiag all the time). AMXDiag disables certain features of the Interceiver that may interfere with the long-term stability of the program. Therefore, only run AMXDiag briefly and only when you are trying to diagnose a connection problem or want a quick check of the state of the AMPS connection.

To effectively use this program, you should be familiar with the AMPS Interceiver installation procedure and the information that was entered as part of installing the Interceiver. This information includes the login and the serial number that was entered when the Interceiver was originally installed (this may have been done as a separate Interceiver installation or as part of an AMX installation). This information is available in the AMX Installation manual or in the AMPS Interceiver installation manual.

Additionally, some of the information in this manual is meant for personnel who understand Internet protocols and the configuration of connections from your local computer to the Internet. Depending on your level of expertise, you may want your local network administrator involved in diagnosing your AMPS connection.

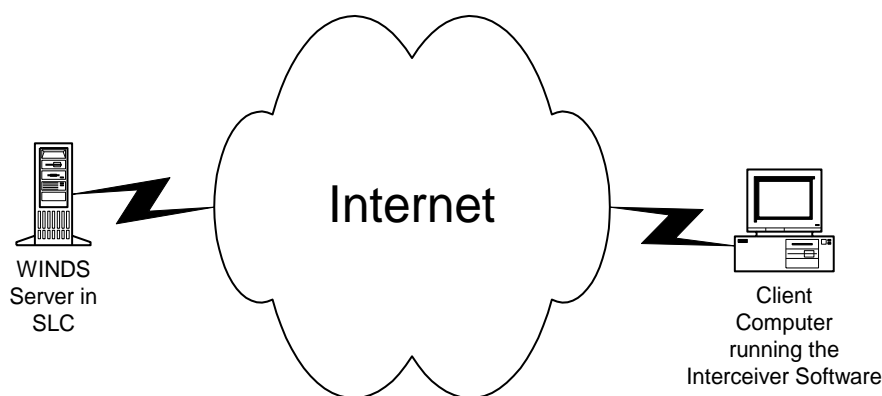
NewsEdge Customer Support

If you have any problems with the software or documentation, please contact NewsEdge Customer Support via telephone or email as described below.

Support Location	Telephone	Email
East Coast, USA	+1 (973) 577-1234	newsedgesupport@moodys.com

Overview of AMPS and the Interceiver™

AMPS has two basic components. First, there is the AMPS server. Second, there is a software component installed in each client computer. This software component is referred to as the AMPS Interceiver™. The Interceiver software works in conjunction with the application software running on the client computer.



The AMPS server manages the connections from the AMPS server to the various client computers. The AMPS server distributes data to the various client computers based on the subscription agreements in place for each client computer.

The client computer (via the Interceiver software) connects to the AMPS server in much the same way as you would make a telephone call. However, instead of using the telephone system, the client computer “calls” via the Internet. Once a connection is made to the AMPS server, the server requests information from the client so that the client can be identified and authorized to receive information. Once this is complete, the AMPS server determines what data the client computer is authorized for and transmits that data to it.

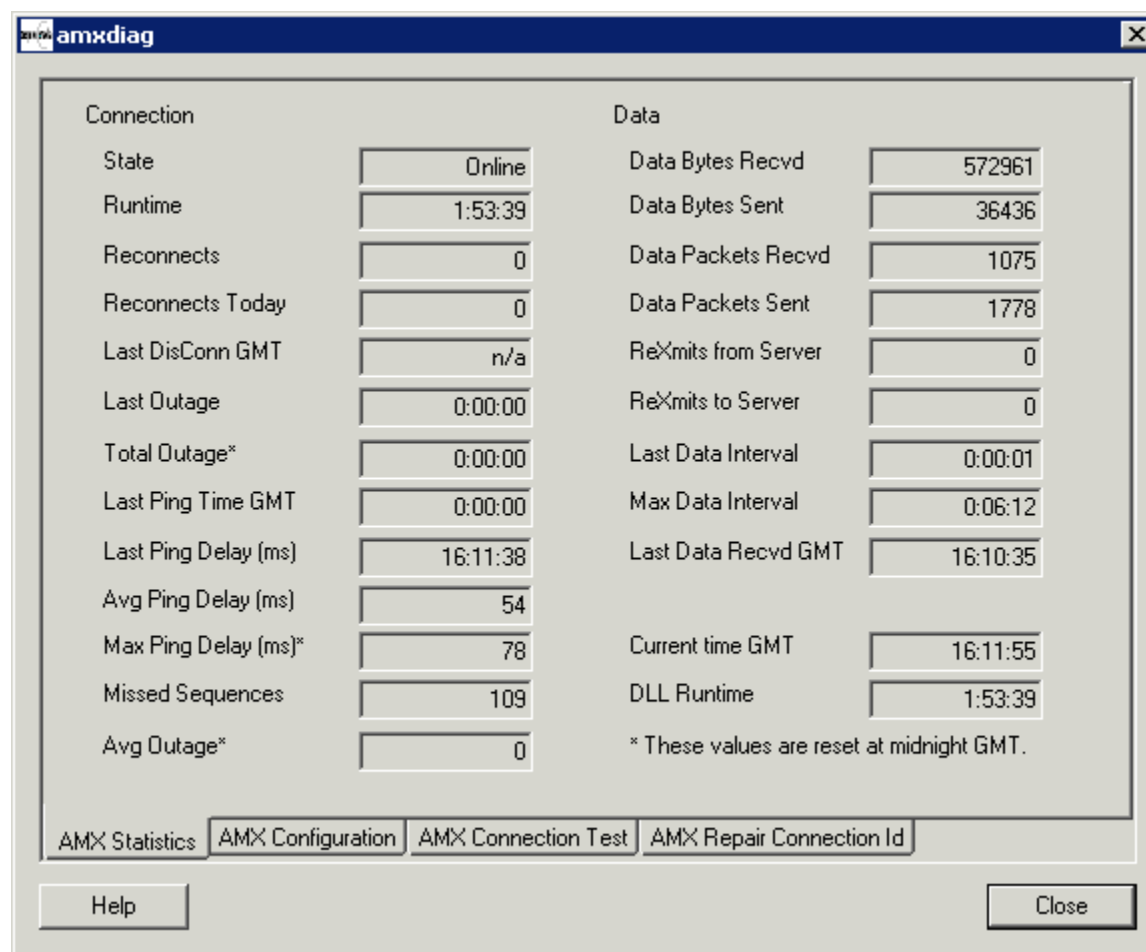
The software on the receiving client computer consists of two parts. The first part is the Interceiver software. The other part is the application software running on the computer that will process the data being received (e.g., the File Archiver.) The Interceiver software receives the information from the AMPS server over the Internet and passes it to the application software. The application software processes the information being received.

The Interceiver ensures that all data sent from the AMPS server is received by the computer. If there are temporary problems on the Internet or with the local Internet connection, the Interceiver software will periodically try to reestablish its connection to the AMPS server. Once a connection is made, the Interceiver will inform the AMPS server what information it received previously. The AMPS server will then recover up to 24 hours (depending on configuration parameters) of information that it was unable to send previously.

In diagnosing problems with your AMPS connection, it is important that you understand that all connections are initiated from your location. The mechanisms used by the Interceiver (on your computer) to make the connection are like those used by an Internet browser (e.g., Microsoft Internet Explorer or Google Chrome). Therefore, if you are unable to “browse the Internet” from your computer, it is unlikely that you will be able to establish an AMPS connection either. In fact, the Interceiver will initialize its own configuration based on your browser Internet connection configuration. Therefore, be sure your browser is configured before you install the Interceiver software.

Starting AMXDiag

AMXDiag is started from the normal Windows “Start” menu (normally, located in the menu bar at the bottom of your screen). Click on “Start”, followed by “Programs”, followed by “Acquire Media” followed by “AMXDiag”. This will launch the AMXDiag program. The screen will look as follows:



There are three tabbed screens that you will use. They are AMX Statistics, AMX Configuration, and AMX Connection Test. These pages are discussed in the next sections.

The fourth tab, AMX Repair Connection Id, will not be used.

AMX Statistics Screen

The AMXDiag Statistics screen displays basic information about the state of your AMPS connection. This is the page shown when AMXDiag is started.

Connection		Data	
State	Online	Data Bytes Recvd	572961
Runtime	1:53:39	Data Bytes Sent	36436
Reconnects	0	Data Packets Recvd	1075
Reconnects Today	0	Data Packets Sent	1778
Last DisConn GMT	n/a	ReXmits from Server	0
Last Outage	0:00:00	ReXmits to Server	0
Total Outage*	0:00:00	Last Data Interval	0:00:01
Last Ping Time GMT	0:00:00	Max Data Interval	0:06:12
Last Ping Delay (ms)	16:11:38	Last Data Recvd GMT	16:10:35
Avg Ping Delay (ms)	54	Current time GMT	16:11:55
Max Ping Delay (ms)*	78	DLL Runtime	1:53:39
Missed Sequences	109		
Avg Outage*	0		

* These values are reset at midnight GMT.

AMX Statistics | AMX Configuration | AMX Connection Test | AMX Repair Connection Id

Help | Close

This screen contains various information fields that are useful in determining if your AMPS connection and your Interceiver are operating properly. A description of each item follows. Normally, you will want to access this screen while your application software (e.g., AMXViewer or the File Archiver) is running.

Note that certain parameters are reset at midnight GMT (8:00 p.m. EST or 7:00 p.m. EDT). The values in these fields indicate the values that have occurred since midnight GMT and do not reflect changes prior to that. The values reset at midnight GMT are marked with an asterisk. Obviously, if the software was

started sometime after midnight, the values will reflect only occurrences since the software was started (or restarted).

DLL Runtime: This parameter provides information on how long the Interceiver DLL has been running on your machine. It does not indicate that the Interceiver has been connected to the AMPS server.

State: This indicates whether the Interceiver is currently connected to the AMPS server or not. There are three possible values. "OnLine" indicates that the Interceiver is connected to the AMPS server and capable of receiving information. "OffLine" indicates that the Interceiver is unable to connect to the AMPS server. This occurs either because there is a LAN or Interceiver configuration problem preventing the connection from occurring or it will also occur if the application software using the Interceiver software is not currently running. The final possible value is "Pending". This indicates that the software is currently trying to establish a connection with the server. If the Interceiver remains in the pending state for a long time (more than 5 minutes), it is likely that there is either a LAN or Interceiver configuration problem (e.g., your Internet Service Provider may be down).

Reconnects: This indicates the number of times that the Interceiver has been disconnected and reconnected to the AMPS server. Because of normal occurrences on the Internet, it is normal to have a certain number of reconnects. Unless this value exceeds 1 per hour of up-time, there is normally not a problem.

Reconnects Today*: This field indicates the number of reconnects that have occurred since midnight GMT. Again, this number should not normally exceed approximately 1 per hour.

Last DisConn GMT: This field indicates the time that the last disconnect of the Interceiver from the AMPS server occurred.

Last Outage: This field indicates the amount of time of the last disconnect. Typically, this outage is on the order of a few seconds to a minute.

Total Outage*: This field indicates the total amount of time the connection has been down since the software made its initial connection or midnight GMT (whichever is later). The value of this field can be evaluated only in respect to the total amount of time the software has been running.

Average Outage*: This field indicates the average amount of time the connection was down during each outage that has occurred since midnight GMT. Typically, this value will be in the order of a few seconds to a minute. However, if a network outage occurs (e.g., an ISP outage or a problem with your local LAN connection), the outage could be considerably longer.

Last Ping Time GMT: This field indicates the last time that an AMPS ping was sent by the Interceiver software. Note that an AMPS ping is not a true Internet ping. However, it serves the same purpose (See Ping description in the next field).

Last Ping Delay (ms): This field indicates the length of time for the last AMPS ping sent. Essentially, the ping time is a measure of how long it takes data sent from the AMPS server to arrive at your computer. Typical values are 100 to 1000 milliseconds (1000 milliseconds equal 1 second). However, during normal AMPS operation, there may be times as high as 30,000 milliseconds (30 seconds).

Avg Ping Delay (ms): This field indicates the average ping delay seen by the Interceiver. This value should typically be between 100 to 1000 milliseconds.

Max Ping Delay (ms)*: This field indicates the largest ping delay that has occurred since midnight GMT. It is not unusual for this value to be as high as 30,000 milliseconds.

Missed Sequences: This is an internal AMPS count. You may be asked to provide this number to Naviga customer support. Normally, this value should be zero.

Data Bytes Recvd: This value indicates the number of bytes (characters) of information received from the AMPS server by the Interceiver since the Interceiver software was started. While this value will primarily reflect characters in the information feeds, it also includes some AMPS control information.

Data Bytes Sent: This value indicates the number of bytes of information sent by the Interceiver to the AMPS server. This field consists mainly of control information being sent to the AMPS server. Typically, this value will be significantly smaller than the "Data Bytes Recvd".

Data Packets Recvd: This value indicates the number of data packets received from the AMPS server. Data packets are simply pieces of data coming from an information provider.

Data Packets Sent: This value indicates the number of data packets sent by the Interceiver to the AMPS server. Typically, this number will be significantly less than the "Data Packets Recvd" number.

Last Data Interval: This value indicates how long it has been since the last data was received from the AMPS server.

Last Data Recvd: This value indicates when (GMT) the last data was received from the AMPS server.

Max Data Interval: This value indicates the maximum time between receipt of data.

ReXmits from Server: This indicates how many retransmits were done to ensure that data was received properly by your computer.

ReXmits to Server: This indicates how many retransmits were done to ensure that data was received properly from your computer to the server.

AMX Configuration Screen

The AMXDiag Configuration screen is used to view and, in rare cases, modify parameters concerned with establishing the connection to the AMPS server. This screen is displayed by selecting the ‘AMX Configuration’ tab.

The AMX Configuration screen looks as follows:

The screenshot shows the 'amxdia' application window with the 'AMX Configuration' tab selected. The window contains several input fields and buttons for configuring the connection to the AMPS server.

Field	Value
Login	Jones
Serial Number	1234567
Server Name	server.acquiremedia.com
Secondary Server	
Proxy Information	
<input checked="" type="radio"/> No proxy	
<input type="radio"/> Proxy	
<input type="radio"/> Auto Config	
Name	
Port	0
Auto config URL	
User ID	
Password	
Ping Interval	300
Ping Delay	30
Ping Timeout	60
AMPS Key 1	517
AMPS Key 2	1096992018

Buttons: Change Password, Apply, AMX Statistics, AMX Configuration, AMX Connection Test, AMX Repair Connection Id, Help, Close.

This screen contains information that was either entered when the Interceiver was installed or information that was collected by the installation program from the computer. The Login and Serial Number shown are based on the information that was entered when the Interceiver was installed. Note that the Login name must be entered exactly as given to you by NewsEdge customer support or the AMX site. The Login name is case sensitive. Therefore, you must enter capital letters and lower-case letters exactly as given. The serial number must also match the number given to you.

The server names are generated automatically, and you should not change this information unless requested to do so by NewsEdge customer support.

The information on the right side of the dialog cannot be modified using AMXDiag. However, you may be asked by NewsEdge customer support to provide this information.

The dialog section titled “Proxy Information” should normally be modified only by experienced network administrators or when requested by NewsEdge customer support personnel. The Interceiver supports three type of proxy configuration.

The first configuration is “No proxy”. This option is normally used in the following situations:

- 1) The computer is connected by phone line to the Internet.
- 2) The computer is configured to use a Winsock client (e.g., WSP Client).
- 3) The computer is operating on a LAN that does not use a proxy server to connect to the Internet.

The second configuration is the “Proxy” configuration. In this case, the “Name” and “Port” for the proxy server are entered in the appropriate fields of the dialog.

The third configuration is the “Auto-Proxy” configuration. Auto-proxy is normally used in large companies where there is more than one proxy server. In this case, your computer makes an initial connection to a proxy “server” and the proxy server redirects the connection to another proxy server where the actual connection is made.

If you are using Microsoft Windows and your proxy server requires you to enter a login and password, you may enter them in the “User ID” and “Password” fields, respectively. The values you enter will be encrypted and stored in a secure location called the SAM. If a program that uses the Interceiver does not find these values in the SAM, it will prompt you to enter the information. It is desirable for some programs not to require user intervention. Storing the proxy login and password in the SAM allows programs to retrieve the information without prompting the user.

The Interceiver install program sets the initial parameters (including the proxy type) based on the default browser setup on your computer. The Interceiver installation program examines your system configuration and determines whether you have Microsoft Internet Explorer as your default browser. It then uses the proxy information specified for the default browser as the initial settings used by the Interceiver.

If you do not use Microsoft Internet Explorer as your default browser or you need to use parameters different from your default browser for the AMPS connection, you will need to set them through AMXDiag. You then need to set the appropriate parameters in the rest of the proxy configuration (i.e., proxy name and port for a proxy server or the auto-proxy config URL for the auto-proxy).

AMX Connection Test Screen

The AMXDiag Connection Test screen is used to initiate a test of the Interceiver's ability to connect to the AMPS server.

Important: Before initiating a test of the AMPS connection, be sure that the software using the AMPS connection is *not* running. If you are running the AMPS XML Service, you need to go to the "Services" control applet in the "Control Panel" and stop the AMPS XML Service.

The AMX Connection Test screen looks as follows:

Connection Test	Status	Time
Checking TCP/IP Stack		
Checking Proxy Name Resolution		
Checking TCP/IP Connection to AMPS		
Checking HTTP Connection		
Checking Data Reception		

Connection test with: slam4.acquiremedia.com

Server to Test
☒ Primary
☐ Secondary

Stop Test

Start Test

AMX Statistics | AMX Configuration | **AMX Connection Test** | AMX Repair Connection Id

Help | Close

Note that initially the Status and the Time columns at the top of the dialog will be blank and the text box in the bottom half of the dialog will also be blank. The test begins when you click the 'Start Test' button. You can test connection with either the primary or secondary servers by selection in the upper right of the page.

The software will test each of the five items listed in the upper half of the dialog. It will indicate whether they passed or failed and the time of day each test was completed. Note that once a test fails, no further tests are done. Additionally, the information in the text box in bottom half of the page provides a narrative of the testing as it progresses and provides additional information when a test fails.

Each of the connection tests verifies that a portion of your system required by the AMPS software is operating correctly.

These items are:

Checking TCP/IP Stack: This test verifies that the appropriate Internet drivers are loaded on your machine. The Interceiver expects that the standard Microsoft Winsock drivers are loaded on your machine. A failure on this test indicates that either the Internet protocols have not been loaded on your machine or you have non-standard Internet protocol drivers or that SSL tunneling is not allowed on your proxy server. You need to ensure the standard Microsoft Windows Internet drivers are loaded on your machine.

Checking Proxy Name Resolution: This test verifies that the Interceiver software can read and resolve the IP address of your proxy server (assuming your network uses a proxy server). A failure in this test typically indicates that either the proxy server name specified in your system is incorrect or that a Domain Name Server (DNS) is not configured for your system. Please contact your network administrator.

Checking TCP/IP Connection to AMPS Server: This test verifies that the Interceiver can talk to your local proxy server (if a proxy server exists) and that the Interceiver can talk to the AMPS server using the Secure Socket Layer port (port 443). A failure in this test normally indicates that there is a configuration problem in how your computer connects to the Internet. For example, your firewall or proxy server may be setup to prohibit communications on port 443. This port must be available for AMPS to operate. Please contact your network administrator.

Checking HTTP Connection: This test verifies that the various configuration parameters you entered as part of installing the Interceiver are correct. A failure on this test typically indicates that either the login name has been typed in incorrectly (login names are case sensitive meaning that capital letters must be entered as capital letters and lower-case letters must be entered as lower case) or the serial number has been entered incorrectly. You can use the configuration

dialog of AMXDiag to verify and modify (if necessary) this information. If this does not solve the problem, please contact NewsEdge customer support and verify your login ID and serial number.

Checking Data Reception: This test verifies that the Interceiver is receiving information from the AMPS server. A failure on this test may indicate that the information on what feeds you have been enabled for has not been properly configured on the AMPS server. It may also be that none of the feeds you have been permissioned for are currently sending data (this is especially likely if you ran the connection test between 5:00 p.m. ET and 8:00 a.m. ET). Please contact NewsEdge customer support.

NOTE: sometimes the HTTP test fails because another Interceiver is using the login and password and serial number for this configuration. Usually this happens because a user moves an Interceiver installation to a different machine, but the original machine is still running. If you have moved your AMPS software to a new machine and you cannot connect, please check that the original machine is no longer running, or that you have uninstalled the software from that machine.

AMX Repair Connection Id Screen

The AMXDiag Repair Connection Id screen will not be used.

Appendix A–Problem Diagnosis

This section discusses the procedures for diagnosing problems that occur either immediately after installing the AMPS software or after the system has been running for some time. It also discusses why the Interceiver may be unable to connect to the AMPS server and provides a step-by-step procedure for diagnosing this problem. This appendix is to be used when you believe the Interceiver is not receiving data feeds from the AMPS server.

1. **Verify that your Internet browser can reach the Internet.** For example, be sure you can reach a popular website such as www.google.com. If you are unable to browse the Internet, then it is unlikely that you will be able to make a connection between your computer and the AMPS server. If you are unable to browse the Internet, then you should contact your network administrator and have them configure your computer to allow browsing of the Internet.
2. **Use AMXDiag to determine if you are making a connection to the AMPS server.** While the application software is running (e.g., AMPS XMLService), start up the AMPS Diagnostic program (AMXDiag; see the description of how to do this earlier in this manual). Look at the Statistics page. Verify that the Connection “State” is shown as “OnLine”. If “State” is “OnLine”, then skip to item 4.
3. **If the connection “State” is “OffLine”, you need to determine why the connection cannot be made.** To do this, you should first shutdown the application software (e.g., AMPS XML Service). Next, run the connection test as described in an earlier section of this document. Determine which of the various tests fails and use the description of the likely problem to determine the likely resolution.
4. **Verify that the Interceiver is receiving data.** Look at the item labeled “Data Bytes Rcvd”. This number should be non-zero. If it is zero, there are two possibilities. If this is the first time the software has been run, it may be that there is no data currently being sent by the information providers you are enabled for. It may also be that the AMPS server does not have the proper list of information feeds configured. Please contact NewsEdge customer support.
5. **If the “Data Bytes Rcvd” field shows that data is being received and you are not seeing data,** then it is likely that the problem is somewhere in the configuration of your application software. You should consult the user manual for that software.

Appendix B – Frequently Asked Questions

Q: I have run the AMXDiag “Connection Test”, and all tests complete and show “passed”. However, the XMLsrcv doesn’t seem to connect and receive data.

A: There are two potential problems. They both occur because the Windows service is normally set to run under the system login. If you tend to install your browser, etc. under a different login, it may be that either the proxy server is not specified properly within the system login or that your proxy server requires authentication (i.e., you have to log into the proxy server; your system administrator should be able to tell you if this is the case). In either case, you can fix this problem by bringing up the AMXDiag program and going to the configuration screen. Check the proxy information and be sure that it is correct for your machine. For example, if you are using the Winsock Proxy Client under the current login, it is probably not enabled for the system login. Therefore, you will need to specify the proxy name and port (normally, port 80) explicitly. Additionally, if you are using a proxy server that requires authentication, you will need to specify the login and password in this same configuration dialog.

Q: I have tried setting up the proxy name and port number and the system still does not work. Any other suggestions?

A: We have seen a few cases where the port number for the proxy server had to be set to 443 instead of 80 in the settings of the configuration dialog.